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OCTOBER 1999

PRESIDENT'S MESSAGE

For the past several weeks, an energetic and committed team of State Fund employees has been working diligently to ensure the success of this year's State Employees Charitable Giving Campaign. Staff have enjoyed special presentations, events and opportunities as we all assist the many non-profit groups and organizations whose work makes life better in our Helena community and across Montana.

Even though the campaign is still ongoing and we don't have any final numbers to report, I know that we have been doing very well this year. It makes me proud to work for an organization whose employees care so much about the welfare of others and are willing to show it through their generosity to the annual SECGC campaign. Whatever the final outcome of the campaign, we can be assured that State Fund will once again be well represented in the overall State employee results.

My thanks to Jill Olson, this year's State Fund SECGC Chair, to Wes Winden, Vice Chair, and to everyone who serves on the committee. My sincere thanks also to each of you who have selflessly given to improve the lives of those less fortunate.

GETTING READY FOR Y2K

By Wes Winden

Getting ready for the year 2000 is more on the forefront of everyone's mind as we get closer to the deadline of December 31, 1999. In preparation and planning, a representative from each department has been and still is working closely with the Information Technology Department to ensure we are ready.

We have 45 different software applications we've been using in the past and all have been tested for Y2K compliance. The majority have "passed" the criteria for being Y2K ready and the few that have not will either no longer be used or will need to be upgraded. The bottom line....we're rockin' and rollin'!

Coming up in the near future, a Test Team, comprised of members from each department, will be running through PowerComp & PowerComp associated software applications using a series of different dates. This "test" will further confirm the ability of our software to operate in the year 2000.

SYSTEMS RECOVERY TEST SUCCESSFULL

By Shannon Copps

Eighty-five percent of disasters are location specific and recoverable in seven days or less. In order to ensure Montana State Fund recovers from a disaster in three days or less, members of the disaster recovery team recently traveled to Seattle, Washington for a rehearsal. Connie Brooks, Stacy Ripple, Jonathan Linder, Ed Benasky, and Marvin Kraft spent four days with Weyerhaeuser Recovery Services – our disaster recovery vendor and hotsite – attempting to restore State Fund's critical systems.

Restoring the PowerComp system hit a minor obstacle when it was discovered the backup tapes used by State Fund were not compatible with Weyerhaeuser's system. Jon Linder reports, "That's the price we pay for being on the bleeding edge of technology." New tapes were flown out to the team and the restoration was successfully completed.

Recovery on Novell servers and NT servers was also performed.

These servers store many of the

Continued on page 2.

Published monthly by and for the employees of the Montana State Fund.

SYSTEMS RECOVERY TEST SUCCESSFUL

Continued from page 1.

programs and documents employees use on a daily basis.

In addition to serving as State Fund's hotsite, Weyerhaeuser stores the minimum computer hardware necessary to recover critical business operations. This includes a production server, application servers, desktop PCs, and network equipment. If needed in an emergency, the hardware would be shipped to State Fund or an alternative Helena site. If no suitable operation site is available in Helena, State Fund staff would travel to Weyerhaeuser to perform necessary recovery procedures.

Disaster recovery from a "needle's" point of view.

As part of the overall State Fund Business Resumption Plan, each department has completed a department-specific business resumption plan. Each department's plan includes primary contacts and critical business tasks that must take place during disaster recovery.

EMPLOYEE OF THE MONTH

Congratulations to Beth Hohn, Accounting/Payroll Technician, Administration and Finance as the Employee of the Month for September. With one of the most time consuming jobs in our company, and along with a new payroll system conversion, Beth has been a "buffer" for all of us at State Fund. Most noteworthy is when the new payroll conversion took place in April 1999. Beth took it upon herself to compare everyone's "new" paycheck with their previous paycheck to identify any major discrepancies. She corrected any errors identified and the information was shared with the affected employee before they received their pay advice. Beth has adjusted to this new payroll system with a positive attitude because she's very committed to the people she supports. As one employee stated, "I have seen her spend her weekends at State Fund to ensure payroll is processed on time, regardless of a holiday weekend. She is very motivated and someone I look up to."

Congratulations, Beth! Our hats off to you!

KUDOS KOLUMN

Congratulations goes out to Mr. Todd "IDEA" Jones. With the recent implementation of the *IDEA Program*, Todd's creative ingenuity resulted in a cost savings to the State Fund postage budget. His idea, you say? Batch mailings to the MCO once a day versus individual mailings 15 or 20 times a day. Great idea, Todd!

YAHOO Myrna Hammond! Myrna transferred a call from Don Wheeler to Mary Simpson (UW). Mr. Wheeler stated "Myrna is GOOD!...You have one good employee there! Send her down to Butte! If she ever needed a job, I'd hire her. I have lots of employees and I know good help is hard to find." Because Myrna provided excellent customer service, this employer is thinking about coming back to the State Fund. He has 3 businesses in Butte and was calling for a quote to get all 3 back on the MSF books.

Hats off to Deanna Albert! Peggy, of Weyant Construction, spoke to Lynn Mogstad (CSU) and had nothing but the best to say about Deanna. "Deanna is one of her favorite people and I love working with her on policy issues." Great job, Deanna!

Big Kudo to Dwan Winden & Marvin Kraft! They've developed an on-line reservation system for State Fund Pool Vehicles that has streamlined the process to reserve a State Fund car. This new system is easy to use and efficient. Hats off to their initiative!

In the dictionary, next to the word "teamwork" you will find a picture of Lisa Gates! Lisa's (CSU) response to a telephone call for Sandra Rincon (Claim) exemplifies her strong commitment to teamwork and customer service. An employer attempted to contact Sandra and spoke with Lisa due to Sandra being unavailable at the time. The employer was returning Sandra's call. Instead of taking a message, Lisa took the initiative, reviewed Sandra's electronic notepad on the employer's casefile and obtained the needed information. A very good job well done, Lisa!

Employee Action Committee Update • Oct 1999

This Update highlights the Administration & Finance Department recommendations that originated from the 1998 Employee Opinion Survey, as well as the status of those recommendations. This is not a complete list of all Admin & Finance/EAC initiatives, but the remainder will follow in subsequent issues of this newsletter.

Administration & Finance Department

Action: Establish an internal recognition program for Admin and Finance to reward employees for exceeding normal expectations.

STATUS — *IMPLEMENTED AND ONGOING*

October 1999: This has been implemented. Employees submit potential nominations to their supervisors and supervisors meet to discuss nomination merit. A paper certificate is awarded to the recipient in front of the Administration and Finance Staff (you can observe the recognition awards that have been given to staff in the work areas). A possibility would be that when an employee receives a certain number of certificates they will receive a gift certificate to a local restaurant for lunch.

.....

Action: Supervisors need to allow time and encourage attendance of scheduled PPRP training.

STATUS – *COMPLETE*

PPRP training classes conducted by Human Resources:
3 sessions for supervisors and employees on 6/7/99, 1-4 pm; 6/10/99, 9-12 pm; and 6/18/99, 9-12 pm. This training was specific to A/F Department and clarified many misconceptions on the PPRP process.

.....

Action: Use Intranet to publish an Admin and Finance contact listing which includes name, position description, and phone number.

STATUS — *ONGOING*

July 1999: One PC installed on 7/15/99 for the mail room staff. All A/F staff now have access to the Intranet and e-mail communications allowing them to stay up-to-date on SF news and activities. Shawn Bubb will oversee updates.

October 1999: Starting in October, the department has provided a listing (updated monthly) of projects the department is involved in for the upcoming month. The project listing is updated at the beginning of each month allowing other MSF staff to know what issues A&F are currently involved with. Beginning November 1st, the A&F page will have a listing of staff, phone numbers, and brief descriptions of their functional areas specific to their job. This enhancement should allow State Fund staff to gain a better understanding of staff functions within the department and allow for direct referrals when questions arise regarding specific business operations.

.....

Action: Install voice mail on phones for positions where a backup person could not help the customer except to take a message.

Sr. VP's Response: I partially concur. We have taken steps to add voice mail to the Accounts Pay Tech. and the Budget Accountant. Based on the input from the department managers, this is the extent of implementing this recommendation.

STATUS — *COMPLETE*

April 1999: Implemented. Voice mail activated on the telephones of the Accts. Pay Tech. Desk, Budget Accountant's desk, and the Administrative Assistant. The 6491 telephone located in the Administrative Assistant's office continues to be the revert number for 13 telephones (A/F department staff and the Executive Office). The revert line will continue to be answered by the Administrative Assistant and the accounting staff. All telephones must be answered by third ring.

.....

Action: Promote cross training within team units and between departments of State Fund.

STATUS — *COMPLETE AND ONGOING*

April 1999: Discussed at A/F Department meeting on 3/30/99. Both employees and supervisors responsible to communicate aspirations and development needs.

October 1999: This process continues as the year goes on. From my reviews of the department's FY00 PPRPs and training commitments, I see that several staff have identified some very good training opportunities for the year. I hope that these opportunities are fully completed, enabling the skills learned or enhanced in the training to be quickly translated into improved operations, job satisfaction, and skill sets for our staff.

.....

Action: Reevaluate and document work processes to eliminate extra steps in every position in Administration and Finance.

STATUS — *ONGOING*

October 1999: This process is continuing daily, but has been hampered as we are working through some system issues with our PowerComp™ application. As these items are cleared up and regular work flow is established, we will be in a better position to fully achieve this item. We are addressing issues as they arise. For example, we have recently issued new operating procedures for payment of travel advance and reimbursement through the State payroll system. This will streamline the payment of those items with our payroll system. We have also made an organization structure change and promoted Brent Small to the position of fiscal accountant to create more support and depth in our fiscal operations as the company-wide reliance of this aspect of our operations is growing. This move will create a broader knowledge base in our fiscal operations for systems-related matters and financial expertise. Our efforts will continue in this area as we evaluate the current procedures we use for our roles in the department and formalize those procedures in our policies and procedures documentation project.

IT'S A MYSTERY

by Morgan Hahn

As a way of promoting communication between individuals, as well as associating a "face" to the name of a co-worker, and perhaps understanding a little better how we all "tick," we've started a new column in the *Guardian*. This is our second installment!

Last month's Mystery Employee was our own, Amanda Krissovich, Senior Paralegal in the Legal Department. We had many employees e-mail me with their best guesses. Strangely enough, Cindy Hawkins, Legal Administrative Support, ALSO in the Legal Department guessed correctly. Cindy received a FABULOUS GIFT as our first winner.

You may be the next to receive a wonderful prize, selected by yours truly, Morgan.

This month's
Halloween Mystery Employee:

Hobbies: *Mystery Employee* enjoys SPORTS (ie, Basketball and football. Does not include Canadian Curling.)

Favorite Treat: Watching sports on Sunday afternoon with a bag (BIG) potato - preferably rippled – chips is the treat most preferred by this *Mystery Employee.*

Family: *Mystery Employee* is married with three children, two boys and one girl (all of whom, we would guess, enjoy sports as well?!?!).

Born: It's pretty obvious, *Mystery Employee* was born in Butte, Montana – "Diamond in the Rough," a.k.a. "City of Champions," a.k.a. "Mecca of Montana"; DBA All American City! (YAHOO!)

How do you like to spend your free time?: *Mystery Employee* spends free time with the family, which includes but is not limited to biking with the children and spending time with the spouse. (How did we know that something athletic would be involved?)

Pets: Our *Mystery Employee* has two dogs. At first glance they may be mistaken as two overgrown rats (perhaps they are attempting to "morph" into footballs so you'll give them a little more attention!).

If you think you know who the *Second Montana State Fund Mystery Employee* is, give me a call, or e-mail me with your best guess!

GOOD LUCK!

TRAINING CALENDAR

Essentials of Management (Part 2)— November 2, 8, 232 & 30; 8:30am - 4:30pm each day (Park Plaza Hotel)
Getting To Know Legal (Part 1) - November 3; 9:00am - 10:00am
Word (Intermediate) - November 3, 4 & 5; 9:00am - 12:00noon each day (Reeder's Alley)
Violence In The Work Place - November 4; 8:00am - 9:30am (Room 201)
Employee Assistance Program (Employees) - November 9; 1:00-1:30pm (Room 201)
Employee Assistance Program (Supervisors) - November 9; 1:30-3:00pm (Room 201)
Getting To Know Montana State Fund - November 10; 9:00am-11:00am (L&C Library)
Excel (Beginning) - November 16 & 17; 9:00am-12:00noon each day (Reeder's Alley)
New Employee Orientation - November 17; 8:30am-10:00am (Room 201)
PPRP Training For Employees & Supervisors - November 18; 9:00am-12:00noon
Effective Interview Skills - November 19; 10:00am-12:00noon
Stress Management - November 30; 1:00pm-2:30pm (Room 201)

HUMAN RESOURCES

Personnel changes as of October 22, 1999

New Hires
Ken Hassler (Claim)
Joshua Lai (IT)
Kimberly Lloyd (A&F)
Elaine Marcinek (HR&C)
Wanda Morgan (HR&C)
Mary Heare (Claim)
Robb Francetich (UW)
Debbie George (Claim)

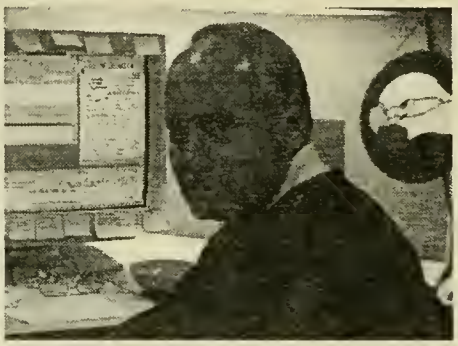
Departures
Kelli Hargreaves (A&F)
Kris Matteucci (Claim)

Promotions
Brent Small - Fiscal Accountant (A&F)

NEW EMPLOYEES

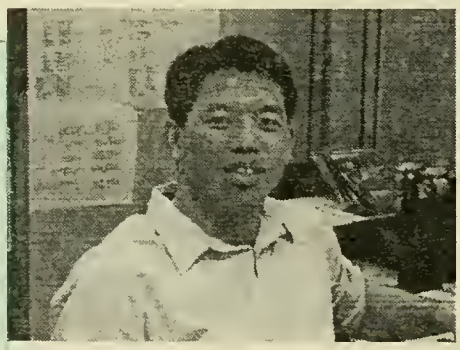
Wanda Morgan

The latest addition to our Customer Service Unit, Wanda came to us on October 4th from Anderson ZurMuhlen/Employee Benefit Resources. Prior to that she worked for Western Medical Consultants and for US West Communications. Originally from Havre, Wanda latched onto her husband, Rodger and brought into the world two sons, Owen and Tanner. Her employment with US West placed her and the family in Denver, CO. But after 8 years of the "big city" life, Montana called her back home to a better quality of life. Welcome aboard, Wanda!



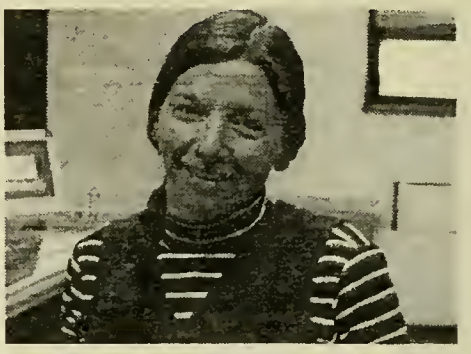
Ken Hassler

Ken joined the Claim Dept. on October 4th as a Medical Payment Technician Trainee. He has extensive experience with the insurance industry as the previous owner of Hassler Insurance Agency. Ken has a BS degree in Agricultural Education and has furthered his education as a Life Underwriting Training Council Graduate & Fraternal Insurance Counselor. Ken enjoys woodworking, reading, stained glass work and flower gardening when he's not busy with his wife, Paula and his son, Aaron. Welcome aboard, Ken!



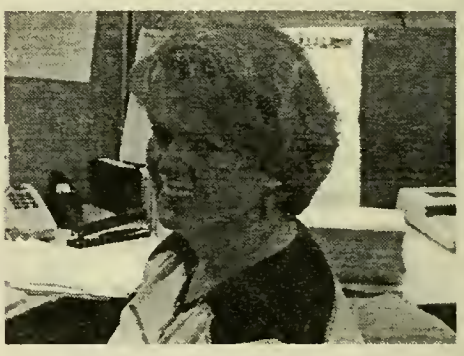
Joshua Lai

Joshua joined the Information Technology Dept as a Software Developer on October 1st. He was previously employed with the City of Midland, Texas as an Application Developer/Programmer. Joshua has his Masters degree in Information Systems. Welcome aboard, Joshua!



Kimberly Lloyd

Kim, who previously worked for US Bank, joined the Admin & Finance Department on October 4th as one of our Mail Document Processing Clerks. She is originally from Missoula but has enjoyed the atmosphere of the capital city for the last 15 years. Kim is an avid cyclist and hiker. Welcome aboard, Kim!



Elaine Marcinek

With a smile, Elaine joined the Human Resources & Communications Department on September 27th to take on the responsibilities of HR&C Administrative Support. Co-operating the Red Dog Painting Company with her brother she spent the last year and a half "painting up the town." Prior to that Elaine worked in Human Resources for the Helena Shopko store. Originally from Anaconda, Elaine and her husband are avid Grizzly fans when their two daughters, Amanda and Makayla, aren't keeping them busy. Welcome aboard, Elaine!

Editor: Chuck Christiansen
Managing Editor: Wes Winden
Employee Reporters:
Morgan Hahn Karen Wegner
Jay Phillips

Please call Wes Winden, 444-6502 with comments or suggested articles.

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FACT OR FICTION?

No one knows how they start. Like chain letter e-mails, there doesn't seem to be a beginning....and rarely will you find the end! Myths just sort of appear one day and get built upon and spread out over time.

After awhile, myths begin to feel more like reality, just because you've heard them in different variations from one person or another. Montana State Fund Myths abound. There's one myth that we would like to address here.

We have heard from time to time that there are no opportunities for growth or advancement at Montana State Fund. Some employees say that once you're in a position, you'll never get out of it....you're stuck.

Well, let's examine a few facts.

- During fiscal years 1998 and 1999, 54 different employees made career changes! These included formal changes in job assignments, transfers within departments as well as transfers to other departments, formal career progressions, and promotions. In addition, in just the first three months of Fiscal Year 2000, we have had 13 employees added to this list of employees making significant changes in their career development at State Fund. Together, this averages out to about one-third of all State Fund employees having created for themselves a career opportunity within the Fund, just over the last two years. WOW!

- Who is responsible for these successes? Each and every one of us are responsible for our own career development. The following list of Montana State Fund employees made it happen through hard work, dedication, and seeking out those opportunities that made sense for them. Montana State Fund supports career advancement and development. You too can be added to this awesome list by spending some time thinking about and planning out your career aspirations.

- So, take advantage of the many training and development opportunities made available through our Training Program. Make your PPRP Development Plan meaningful, discuss your aspirations with your supervisor, and develop your own action plan that will move you closer to the career that you aspire to. Take the time to seek out opportunities and they will happen for you.

- And don't forget, the HR department also has a library of resource materials; everything from video to cd-rom, covering topics such as making presentations to stress relieving exercises you can use at your work station!

Congratulations to all the employees at Montana State Fund who have advanced in their positions or made career changes over the course of the last two years.

Sandy Adams
Claim Adjuster Trainee, 7/12/99
Mark Barry
Senior Vice President Admin. & Finance, 5/18/98
Karen Beddow
Senior Customer Service Representative, 7/17/99
Carolyn Bendinelli
Underwriting Assistant, 1/18/99
Ed Binkley
Senior Accountant, 5/18/98
Bru Bizzotto
Database Analyst, 7/3/99
Connie Brooks
Vice President of Information Technology, 10/10/98
Shawn Bubb
Controller, 5/18/98
Vanessa Byers
Underwriter Trainee, 10/10/98
Sherry Carroll
Medical Only Claim Adjuster, 5/11/98
Lori Clare
Lead Claim Adjuster, 4/26/99
Shannon Copps
Database Technician, 8/2/99
Jeannie Davis
Medical Only Claim Adjuster, 12/15/97
Wayne Dillavou
Quality Control/Training Coordinator, 7/17/99
Carol Dullum
Claim Adjuster Trainee, 5/3/99
Joyce Flynn
Medical Only Claim Adjuster, 1/18/99
Shauna Foley
Lead Claim Adjuster, 4/26/99
LaVonne Garber
Senior Medical Payment Technician, 9/11/99
Jacqui Garcia
Medical Only Claim Adjuster, 1/16/99
Lisa Gates
Senior Customer Service Representative, 3/13/99
John Gneckow
Claim Quality Control Specialist, 6/1/98
Mary Green
Mail Document Processing Clerk, 4/20/98
Donna Gregg
Lead Claim Adjuster, 4/26/99
Mike Hausler
Network Technician, 1/16/99
Jo Heal
Medical Only Claim Adjuster, 8/30/99
Bernie Hewitt
Underwriter, 9/1/97

Continued on back

Barbara Holshue-Dudley
Medical Only Claim Adjuster, 6/20/98
Lanny Hubbard
Vice President of Underwriting and Marketing, 3/11/99
Debbie Hunter
Underwriting Assistant, 4/25/98
Susan Jensen
Lead Claim Adjuster, 4/26/99
Ben Jones
Legal Services Supervisor, 11/20/97
Doreen Kambich
Operations Manager, 7/17/99
Sandy Leyva
Systems Development Director 1/12/98
Jon Linder
Database Administrator, 1/17/98
Karen Lindsay
Senior Customer Service Representative, 11/15/97
Tom Martello
Managing Attorney, 7/5/97
Jim McCormick
Market Development Manager 9/11/99
Carolyn McLeod
Lead Claim Adjuster, 4/26/99
Mark Meismer
Computer Operator, 9/6/99
Lynn Mogstad
Senior Customer Service Representative, 8/6/98
Linda Montgomery
Medical Case Manager Supervisor 10/1/98
Nancy O'Dell
Medical Only Claim Adjuster 10/19/98
Dave Miller
Software Developer, 1/5/98
Robin Miller
Senior Claim Adjuster, 2/22/99
Becky Rabey
Underwriting Technician Assistant 11/23/98
Becky Rabey
Medical Only Claim Adjuster 8/30/99
Mary Lynn Ramsey
Senior Customer Service Representative, 4/20/98
Sandra Rincon
Medical Only Claim Adjuster 8/18/97
Stacy Ripple
Lead Network Engineer, 4/4/98
Sandra Rowan
Lead Medical Payment Technician 7/12/99
Azmi Salaymeh
Senior Loss Control Specialist, 7/5/97
Mitzie Saltzman
Senior Customer Service Representative, 3/13/99
Barb Sauter
Information Technology Security Officer, 2/12/99
Bridget Scevers
Medical Only Claim Adjuster 6/24/99
Steve Scholl
Lead Claim Adjuster, 4/26/99
Vickie Shapiro
Underwriting Assistant, 4/25/98
Dennis Small
Claim Supervisor, 5/11/98
Michael Smart
Network Engineer, 11/21/98
Lorna Smith
Medical Only Claim Adjuster 6/20/98
Kelly Stanley
Claim Adjuster, 6/1/99
Debbie Svaldi
HR Program Specialist, 7/5/97
Joanne Thompson
Senior Medical Payment Technician, 9/8/98
Gary Tuffli
Medical Only Claim Adjuster 2/3/99
Pat Turner
Medical Only Claim Adjuster 1/16/99
Vi Walchuk
Help Desk Specialist, 4/25/98
Wes Winden
Communications Specialist 9/11/99
Rod Wright
Systems Analyst, 7/3/99

Montana State Fund strives to provide career opportunities to its employees. This list of employees who have advanced in their position is one example of our commitment to you.